

# DHFS IT Service Desk

## Zero Level

*Pre-call Actions & Entry of Calls*

### Log DHFS Enterprise Problem Tickets

- Gather Information
- Create Ticket
- Initial Ticket Placement as either Technical or Application problem
- Problem Escalation
- Facilitate Warranty Hardware Repair (State-owned only)

## First Level

*Initial Review of Problem*

- N/A

## Second Level

*Resolve problems and provide support for problems not resolved at First Level*

- N/A

## Third Level

*Resolve problems and provide support for problems not resolved at First Level*

- N/A

# Application Problem Calls

## Zero Level

*Pre-call Actions & Entry of Calls*

### Identify Problems

- Train End-user Customers to Call Problems Into the DHFS IT Service Desk
- Call Problems Into the DHFS IT Service Desk
- Create RMS Tickets on behalf of customers

### Training

- Confidentiality policy

## First Level

*Initial Review of Problem*

### Resolve WiSACWIS Application Problems

- Record & Report Problems Using RMS
- Manage Problem Queue
- Initial Problem Verification w/ Customer
- Verify Problem Priority
- Record Additional Problem Identification Data
- Transfer password reset calls to Technical support
- Identify and record security rights information and transfer call to Technical support
- Follow Security Procedures & Escalation Process
- Insure DHFS Standards, Practices, & Procedures are Followed
- Train End-users on DHFS Service Desk Usage
- Assists in escalating response when needed
- Implementation and Pre-implementation support
- Log issue to incidents db if enhancement or application bug
- Trouble-shoot report distribution setup
- Assist with resolving batch job problems
- Report distribution setup & problems
- Security setup & problems

## Second Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as Part of the DHFS Problem Resolution Team, as Necessary

## Third Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as Part of the DHFS Problem Resolution Team, as Necessary

# Technical Problem Calls

## Zero Level

*Pre-call Actions & Entry of Calls*

### Identify Problems

- Train End-user Customers to Call Problems Into the DHFS IT Service Desk
- Call Problems Into the DHFS IT Service Desk
- Create RMS Tickets on behalf of customers

## First Level

*Initial Review of Problem*

### Resolve WiSACWIS and Other Application Problems

- Follow Security Procedures & Escalation Process
- Insure DHFS Standards, Practices, & Procedures are Followed
- Train End-users on DHFS Service Desk Usage
- Assists in escalating response when needed
- Implementation and Pre-implementation support
- Install & Move Hardware
- Image Desktops & Laptops
- Install Software
- Add/ Remove Printers in NDS
- Dial-up Troubleshooting
- New Customer Login
- Virus Resolution
- Server Reboots (Regions Only)
- SLA Management
- Asset Management
- Resolves assigned tickets or re-assigns to 2<sup>nd</sup> level support
- Security setup & problems

## Second Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as Part of the DHFS Problem Resolution Team, as Necessary
- Assists in escalating response where needed
- VPN initial setup coordination
- CIA setup and support
- REPL Setup
- REPL problem definition and resolution mgt
- Financial Interface definition and resolution mgt
- Runs PSAC Updates

## Third Level

*Resolve problems and provide support for problems not resolved at First Level*

### Problem Resolution

- Work as Part of the DHFS Problem Resolution Team, as Necessary
- Assists in escalating response where needed
- REPL
- Citrix
- VPN Setup
- VPN Problem definition and resolution
- NOC (Network Operating Center)
- Network performance
- Oracle
- MQ Series
- Print drivers
- I-Chain
- Web Infrastructure administration
- WiSACWIS report distribution
- State Development db
- County Development db
- Training db
- Demo db

### Support Management

- Record Additional Problem Information (RAPID)
- County interfaces and connectivity

- Problem Metrics & Reports
- Change Management
- Coordination of problem tickets
- Manage Global Problems & Process
- Password Resets
- NAL problems

#### **Operations**

- Control-M
- Batch Processing

#### **Change Management**

- Initiate Changes
- Escalate problem ticket to a change
- Service Request

#### **Network Access Requests**

- Create & Test NAL's
- User Account Set up & Support
- CIA setup and support